

Eurobodalla Shire Council information package

Position vacant: 2 x Customer Service and Information Officers

Ref no: ESC970

Closing date: Sunday 12 May 2024 at 11:00pm

Contents:

- Important information
- Position description
- Conditions of employment
- Organisation chart

Eurobodalla Shire Council
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Phone: 02 4474 7378
Email: positions@esc.nsw.gov.au

Thank you for enquiring about this position.
If you would like more information after reading this package,
please contact Kate Smith on 02 4474 1075.

Important information

Use our online application system to apply for this position. This can be accessed through the Vacant positions page of Council's website at www.esc.nsw.gov.au/jobs-at-council

Applicants found suitable through this recruitment process may be contacted for fixed term contract opportunities of less than 12 months where the position is similar in nature – meaning the position requires the same nature of duties, abilities, qualifications, experience and standard of work performance.

Claims against the selection criteria

This is the most important part of the application:

- Only applicants who address the selection criteria will be considered for the position.
- The job description outlines the duties of the role and describes the selection criteria that your application will be checked against. It is recommended that you include examples to demonstrate your knowledge and experience.
- Selection for interview is based on the responses you make to these criteria.
- The selection criteria are mandatory fields in the online application system and you will be required to provide a response to these criteria as part of the application process.

Prepare your resume (or CV)

- Prepare or update your resume (or CV) including your personal details, education and training, any relevant licences or certificates, employment history and contact details for at least two referees.
- Save your resume as a Microsoft word document or a PDF document, so it is ready for you to attach to your online application.
- Your resume should include a description of your skills, knowledge, personal qualities, experience and how they relate to the position.

Upload your resume, complete all sections of the online process and press submit to lodge your application.

Confidential referee checking will be carried out to verify the information provided in your application and at the interview. We will not contact any of your nominated referees without seeking your permission first.

For further information on how to make a great application please contact Council's recruitment team on 02 4474 7378.

Position description

2 x Customer Service and Information Officers

Position code:	523 and 268
Division:	Coordination and Communication
Location:	Moruya Administration Offices
Band:	Administrative / Technical / Trades Band 2 Level 1 – Grade 8

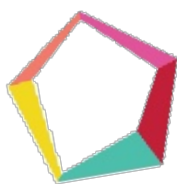
Council values

At Eurobodalla Shire Council we embrace diversity and inclusion and value the contribution and experience of all our people. We are proud to work on Yuin Country.

Our Council Values represent “the way we do things around here.” We value collaboration, respect, teamwork, professionalism, openness and trust. Our values guide our decision-making and behaviour and underpin the interactions and professional relationships we have with others in our day-to-day work.

Values also contribute to our organisation's strategic direction and reinforce our commitment to creating a safe and mentally and physically healthy workplace. We strive to build a workforce culture that embraces work-life balance, wellbeing, and flexibility.

We encourage applications from people of all backgrounds and abilities.



We are collaborative

We ask for and share ideas, insights and knowledge.
We find strength and reward in working together.

We are respectful

We show respect and compassion to each other and our community. When there are issues, we go to the sources.

We show team spirit

We nurture and value our relationships, bringing out the best in each other.

We are professional

We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.

We are open and trusting

We are upfront and sincere and trust our colleagues to respect our honest and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

To provide a comprehensive and excellent standard of customer service, communicating effectively and sensitively with Council's customers over the phone, in person and online. To provide a secure and accessible records and information service that meets all Council and legislative requirements.

Main duties and key result areas (KRA):

1. Undertake all aspects of customer service responsibilities at Council's front desk and reception area including responding to enquiries and providing advice to customers, access to specialist staff, cashier service, creation of certificates, applications and invoices, issuing of facility keys, ordering and issuing of stationery for the main office building and promoting Council's image.

KRAs:

- *An efficient, responsive, and courteous customer service is provided, ensuring positive customer service experience to a diverse range of people across telephone, electronic and counter enquiries.*
 - *Customers' needs are quickly identified, and information is provided in a transparent, open, and timely manner in accordance with relevant legislation and Council policies.*
 - *Sensitive information is handled confidentially and securely.*
 - *A range of reference material is effectively utilised and understood to respond to enquiries.*
 - *Clear, accurate and comprehensive responses are provided to enquiries, supported by written documentation where appropriate.*
 - *Customers are provided with information on the range of services available from Council as well as external agencies and organisations.*
 - *Cashiering service is accurate in allocating and handling of takings and registers balanced to target at 100%. Remittances and banking reports are processed daily.*
 - *Creation of certificates, applications and invoices is accurate and completed following relevant procedures.*
 - *Customer service areas are kept in a neat and tidy manner, ensuring daily inspection prior to opening and throughout the day.*
 - *Personal presentation and uniform is always professional.*
 - *Booked keys are made available for collection in a timely manner, and all information is maintained and updated in Council's key database accordingly.*
 - *Stock requisitions are raised and received to ensure adequate levels of stationery are always available for the main administration building.*
2. Operate Council's Switchboard responding to phone enquiries from the public, managing meeting room bookings, corporate directory, updates to the sportsground hotline and Council's Who Does What application, and creation and maintenance of diversions to Council's afterhours phone service provider.

KRA's:

- Calls are dealt with within 40 seconds, accurately and are directed to the appropriate officer.*
- Council's telecommunications systems are always operational and telephone communication databases are maintained and actioned daily.*
- Relevant, accurate and up to date information provided to customers and all administrative tasks completed within required timeframes.*
- Diversions to Council's afterhours phone service are set up and maintained during Council closures.*

3. Process *Informal Access to View a Property File* applications, including digitisation of documents, adhering to relevant legislation and applications processed within allocated timeframe.

KRA's:

- Informal Access to View a Property File applications are processed within Council's allocated timeframe of 10 working days.*
- Documents are digitised to a high degree of quality and standard, whilst following correct procedures.*
- Applications are processed following all relevant legislation (PIPPA, GIPA, and Copyright Acts).*

4. Undertake records management duties including the identification, classification, tracking, storage, retrieval, and disposal of Council records, attending to requests for files, documents, and information, and coordinating Council's mail distribution services. Respond to staff requests for configuration of Council's Records Management System and end user training queries.

KRA's:

- Records are identified, categorised for capture and disposed of in accordance with Council procedures and the State Archive Act (GA-39, GA-45).*
- Records are classified according to Council indexing system and procedures.*
- Storage, accessibility, and security of records is appropriate and meets Council and legislative standards.*
- Record storage and tracking allows efficient and effective retrieval.*
- Requests for records and information are met within timeframes and to customer service standards.*
- Inward and outward hardcopy mail is sorted and accurately distributed to Council staff and dispatched within designated timeframes.*
- Index entries and quick add profiles created using a best practice method, in a timely manner and advised to the requesting officer/department.*
- Assistance provided to users as request on how to complete ECM actions. Training/assistance is friendly and is focused on user needs.*
- Sound knowledge of ECM functionality required to assist users, complete records management tasks, and provide input to ECM processes.*

5. Assist in the preparation and maintenance of procedure guides for work functions, participate in regular meetings to identify and improve procedures, provide training and assistance to other team members.

KRA's:

- *Contribution to team meetings and discussions, sharing information and techniques with other staff members and management results in continuous improvement of work practices.*
- *Participation in projects and activities (as requested by the Coordinator, which are within the limits of the employee's skill, competence, and training) to achieve the team's DPOP objectives.*
- *Procedures for work functions and processes are prepared, maintained, and actively used.*
- *Support the organisation in providing Justice of the Peace Services to the community, by voluntarily becoming a Justice of the Peace.*

6. Follow EEO and diversity principles and practices.

KRA: Work practices are compliant with EEO and diversity policies and procedures.

7. Maintain own health and safety and that of other people at the workplace or those who may be affected by the work being carried out.

KRA: Council's WHS Policy and procedures complied with.

Qualifications/experience (selection criteria)

Essential

1. Certificate III in Customer Service (or equivalent) and/or demonstrated relevant experience providing quality customer service.
2. Demonstrated ability to work both independently and as part of a team, and the ability to adapt in a constantly changing workplace.
3. Effective verbal and written interpersonal and communication skills and ability to assess customer needs.
4. Demonstrated experience in handling difficult customers.
5. Demonstrated ability to gain knowledge of a range of Council operations, programs and services and to relay that information accurately and timely.
6. Ability to read, interpret and apply legislation to ensure Council meets legal/statutory responsibilities.
7. Demonstrated computer skills.
8. Cash handling experience.
9. Demonstrated high level organisational and time managements skills.
10. Records management experience and ability to effectively and efficiently maintain records and mail service.

11. Willingness and ability to follow EEO and diversity principles and practices, and knowledge of, or the ability to quickly gain knowledge of, Council's WHS Policy and procedures.

Desirable

1. Previous experience with TechnologyOne systems.
2. Knowledge of Local Government functions, policies, and procedures.
3. Knowledge of State Records Act 1998 and the General retention and disposal authority: local government records (GA39)
4. Knowledge of Privacy and Personal Information Protection Act 1998, Government Information (Public Access) Act 2009 and Copyright Act 1968
5. Eligible to become a Justice of the Peace.

Licence and qualification requirements

Mandatory licences and qualifications required prior to commencement

1. Current C Class Driver's Licence

A satisfactory outcome as a result of a National Criminal History Record Check is a requirement for this position.

The requirements outlined in Eurobodalla Shire Council's Policies and Codes of Practice apply to all employees of Council.

Supervisor:

Customer Service and Information Coordinator

Date:

April 2024

Conditions of employment

Position title:	2 x Customer Service and Information Officers
Reference number:	ESC970
Grading:	Grade 8 of Council's salary system
Salary range:	<p>In the range of \$37.73 to \$41.44 gross per hour comprising:</p> <ul style="list-style-type: none">• \$33.99 to \$37.33 base salary• \$3.74 to \$4.11 superannuation (calculated at 11%)
Award:	Local Government (State) Award 2023
Probation:	A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.
Criminal Record Check:	A satisfactory outcome as a result of a National Criminal History Record Check is required for appointment to this position. Preferred candidates will be asked to consent to this check as part of the pre-employment process. Please note that people with criminal records are not automatically barred from applying for this position and each application will be considered on its merits.
Hours of work:	<p><u>Fixed term, part time position</u></p> <p>This fixed term role is 48 hours per fortnight. These hours are negotiable and currently proposed as follows, with half an hour lunch break:</p> <p>Monday to Wednesday 8:15am to 4:45pm</p> <p><u>Permanent, part time position</u></p> <p>This permanent role is 48 hours per fortnight. Hours currently arranged:</p> <p>8:15am to 4:45pm (with half an hour lunch break)</p> <p>Three days per week, to be negotiated at the onboarding stage.</p> <p>Eurobodalla Shire Council has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers.</p>

Duration for fixed term position:	The fixed term role is of six month duration. There is no implication or guarantee of ongoing work beyond that date.
Location:	Based from Council's Main Office in Moruya, (corner of Vulcan and Campbell Streets), and may be required to work at various locations across the Shire.
Leave entitlements:	Pro rata of full time entitlements will apply. Full time entitlements are 4 weeks annual leave per full year of service and 3 weeks sick leave.

Organisation chart

